

Course Overview:

The Business Improvement -Conflict Management course will increase your knowledge and ability to:

Understand the two basic types of conflict and reasons as they occur, and recognize the four typical approaches to conflict. Implement the basic steps of conflict resolution, practice communication skills to minimize and even prevent conflict. Employ strategies for responding to challenging people such as; dealing with an extremely angry person or someone who will not acknowledge the conflict. Be able to handle specific situations including dealing with your boss, client, or another department.

Course Objective:

The objective of this course is to extend the ability of knowledge to Understand the two basic types of conflict and reasons as they occur, and recognize the four typical approaches to conflict. Implement the basic steps of conflict resolution, practice communication skills to minimize and even prevent conflict. Employ strategies for responding to challenging people.

Course Outline:

- Understanding Conflict
- The Basic Steps of Conflict Resolution
- Listening Skills
- Communication Skills That Support Conflict Resolution
- Handling Challenging Personalities
- Handling Specific Situations

Who Should Attend:

This course is recommended for human resources personnel, business leaders, senior executives, managers, supervisors, and front-line workers.

Training Language:

EN / AR

Training Methodology:

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation